

Crutchfield  
Signature of Sponsor

**AMEND Senate Bill No. 3392**

**House Bill No. 3513**

**FILED**

Date \_\_\_\_\_

Time \_\_\_\_\_

Clerk \_\_\_\_\_

Comm. Amdt. \_\_\_\_\_

By deleting Sections 1 and 2 of the printed bill in their entirety and substituting instead the following:

SECTION 1. Tennessee Code Annotated, Section 71-5-106 (m), is amended by inserting between the words “fee” and “for” the following language:

, as established by rule,

SECTION 2. Tennessee Code Annotated, Section 71-5-110 (b), is amended by adding between the words “homelessness” and “shall” in the second sentence the following:

or residing in a shelter for battered women

SECTION 3. Tennessee Code Annotated, Section 71-5-110 (c) (1), is amended by adding after the second sentence and before the existing third sentence the following:

The TennCare Bureau or its designees shall provide written information to the enrollees or applicants indicating how and where to provide such documentation in order to allow for proper recording.

SECTION 4. Tennessee Code Annotated, Section 71-5-106 (l), is amended by adding the following as a new subdivision (6):

(6) The TennCare Bureau or its designee shall provide in writing to the enrollee, with the notice required by subdivision (2) above, a list of telephone numbers that an enrollee can call for assistance in completing the re-determination process. The notice shall also contain a listing of any local county addresses where the enrollee can obtain any forms necessary for re-determination. Such notice shall also contain specific language notifying the enrollee that failure to timely complete the requirements established for re-determination will lead to termination of their TennCare coverage.

SECTION 5. Tennessee Code Annotated, Section 71-5-112, is amended by lettering the existing paragraph as subsection (a) and adding the following new language as subsection (b):

(b)(1) Prior to the hearing as set forth in the provisions of subsection (a) above, the TennCare Bureau or its designee shall attempt to resolve eligibility appeals and disputes brought by applicants or enrollees when appropriate and when there is a reasonable possibility of resolution. For the purpose of such resolution, the TennCare Bureau or its designee shall create and maintain a resolution division whose purpose is to attempt to mediate or informally reconcile disputes brought by enrollees or applicants. Such a division will be required to maintain sufficient records to indicate what measures were used to contact the applicant or enrollee, what efforts were made to resolve the dispute, and what, if any, agreement or reconciliation was agreed to by the applicant or enrollee. Documentation must also be maintained to secure and protect an applicant or enrollee's due process requirements.

(2) The resolution division created pursuant to subsection (b)(1) above shall be responsible for compiling an annual year-end report that provides specific documentation on the number of appeals received concerning eligibility, the number of appeals that were resolved prior to hearing, and the number of appeals that went to hearing.

SECTION 6. Tennessee Code Annotated, Section 71-5-111, is amended by adding the following language at the end of the section:

Notices provided to applicants or enrollees who are making application for medical assistance or who are seeking re-determination shall contain information regarding what forms are necessary, what type of proof is required to be brought with the forms, and what deadlines are imposed on the applicant or enrollee to complete the application or re-determination process.

SECTION 7. This act shall take effect on July 1, 2004, the public welfare requiring it.